

AG/2141  
Bhw

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Application Number : 09/705,812 Confirmation No.: 6544  
Applicant : Rajesh Hora et al.  
Filed : November 6, 2000  
Title : System and Method for Access to Support Information For Financial Service Operators  
TC/Art Unit : 2141  
Examiner: : Sajid Yussuf  
Docket No. : 42950.000009

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**REQUEST FOR RESET PERIOD FOR REPLY UNDER MPEP § 710.06**

Sir:

Pursuant to MPEP § 710.06, Applicants respectfully request that the period for reply specified in the Office Action dated July 15, 2004 ("Office Action") be reset and that a corrected Office Action be issued. Specifically, paragraphs 26 and 27 of the Office Action appear to contain an incorrect citation. The rejection in paragraph 26 of the Office Action cites U.S. Patent 6,411,947 to Rice. Paragraph 27 of the Office Action refers to Figure 3 of Rice. However, there is no Figure 3 in Rice. Also, the last paragraph on page 7 of the Office Action cites "Rice Paragraph(s) 0014." However, the paragraphs in Rice are not numbered, and the discussion in the last paragraph on page 7 of the Office Action does not appear to correspond to the Rice patent.

Accordingly, Applicants respectfully request that a corrected Office Action be issued with a reset period for reply pursuant to MPEP § 710.06.

If there are any questions regarding this paper or the application in general, the Examiner is encouraged to contact the undersigned to expedite prosecution.

Respectfully submitted,

HUNTON & WILLIAMS LLP

Dated: October 12, 2004

By:



Tyler Maddry

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**AUTHORIZATION TO ACT IN A REPRESENTATIVE CAPACITY**

Sir:

The practitioner named below is authorized to conduct interviews and have the authority to bind the principal concerned. Furthermore, the practitioner is authorized to file correspondence in the above-identified application pursuant to 37 C.F.R. § 1.34:

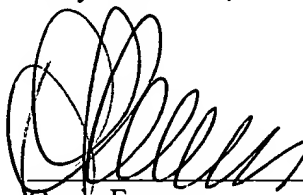
Name	Registration Number
Tyler Maddry	40,074

Respectfully submitted,

Dated:

Oct. 12, 2004

By:



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